GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4535
ANSWERED ON:19.12.2001
TELEPHONE FACILITY
SURESH CHANDEL

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether certain complaints regarding non functioning of telephones in Faridabad Telecom Circle are received at circle and other levels;

(b) if so, the details of complaints received from 1 July to 31st October 2001; and

(c) the details of action proposed to be taken in the matter?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes, Sir.

(b) Details of complaints received in each month from 1.7.2001 to 31.10.2001 are given below:-

Month	No. of complaints booked
July, 2001	25094
August, 2001	29204
September, 2001	28102
October, 2001	20381

(c) Details of action taken are as under:-

(i) Heavy fault prone areas are being identified so as to make them drop wire free.

(ii) All life expired telephone instruments are being replaced in a phased manner.

(iii) Opening of more and more remote line units thereby reducing area to be served by each exchange with a corresponding reduction in the size of the outdoor plant.

(iv) Periodic dressing of external plant.

(v) Paper core cable is being replaced in phases.

(vi) There is a plan to use more and more five pair cable.

(vii) Arrangement for centralized fault booking in small and medium exchanges.

(viii) Computerization of fault repair service (FRS)